

## How To Disable Chrome or Edge Automatic Logout Cookie

In May 2020, Chrome updated its settings and enabled a cookie that automatically logs out the user from the UCC system if the user pays for the filing or search with a credit card. The filing or search will complete, but when the user is returned to the UCC system, the user has been logged out and receives a message that they do not have security access to the system.

You may find your filing or search immediately by logging back into the UCC system, clicking on the Account button next to the log off button, and scrolling down to your archived orders. The most recent transaction will be on top. Click the line to open the receipt and print your UCC images as usual.

Both Chrome and Microsoft Edge are affected by this cookie setting, so we have included instructions to disable the cookie in both Chrome and Microsoft Edge:

The following instructions are to update your Internet browser settings and disable the cookie that automatically logs the user out of the UCC system when going to the payment portal:

In Chrome do the following:

Type `chrome://flags` in the browser address box and hit enter

Type `cook` in the search flags box

Change SameSite by default cookie setting to Disabled

Click relaunch button in the lower right corner.

In Edge do the following:

Type `edge://flags` in the browser address box and hit enter

Type “`cook`” in the search flags box

Change “SameSite by default cookies” setting to “Disabled.”

You may also call us for live help between 8 AM and 5 PM at 785-296-4564 and ask for UCC Help.